

Benefits of Advanced Metering Infrastructure (AMI)

1) Improves Customer Service and Customer Satisfaction

- a. Reduce the number of estimated reads
- b. Reduce billing cycles and customer service time
- c. Review a customer's water usage with 96 days of consumption history
- d. Provide exact dates of high usage and zero use to customers

2) Improves Reading and Bill Accuracy

- a. Instantaneous handling of final bills and high-bill investigations or inquiries
- b. Reduce the number of estimated reads
- c. Reduces the number of manual errors

3) Improves Operational Efficiencies

- a. Automated data collection process for AMR and AMI allows resources to be allocated to other areas in the utility
- b. Fast and easy access to data used to resolve water related issues and proactive decision making